

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

1. **FIRE CONTROL PERFORMANCE REPORT – Q1 and Q2 2022/23**

Report of the Chief Fire Officer

RECOMMENDED

THAT Scrutiny Committee note the operational performance of Fire Control for Q1 & Q2 2022/2023.

2. This report is submitted to provide the Committee with an update of the operational performance of Fire Control. The report covers a 6-month period.

3. **BACKGROUND**

3.1 **Emergency Calls Received and Incidents Attended**

Fire Control receives the emergency calls and effectively manages the resources for both Staffordshire and West Midlands Fire and Rescue Services.

Staffordshire and West Midlands Fire Control received 47,347 emergency calls between 1 April 2022 and 30 September 2022.

This was split 33,957 calls for the West Midlands (72%) and 12,041 calls for Staffordshire (25%).

The remaining 1,349 calls (3%) were taken on behalf of other FRS.

The table below show the breakdown of calls received for West Midlands Fire Service (WMFS) and Staffordshire FRS across a 3-year period.

Period	WMFS			SFRS		
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
Q1 Apr - Jun	12,514	13,005	14,273	5,569	7,123	5,431
Q2 Jul – Sep	13,168	12,871	19,684	5,330	7,149	6,610
Q3 Oct – Dec	9,996	11,613	X	4,578	6,231	X
Q4 Jan - Mar	9,349	11,467	X	4,593	6,126	X

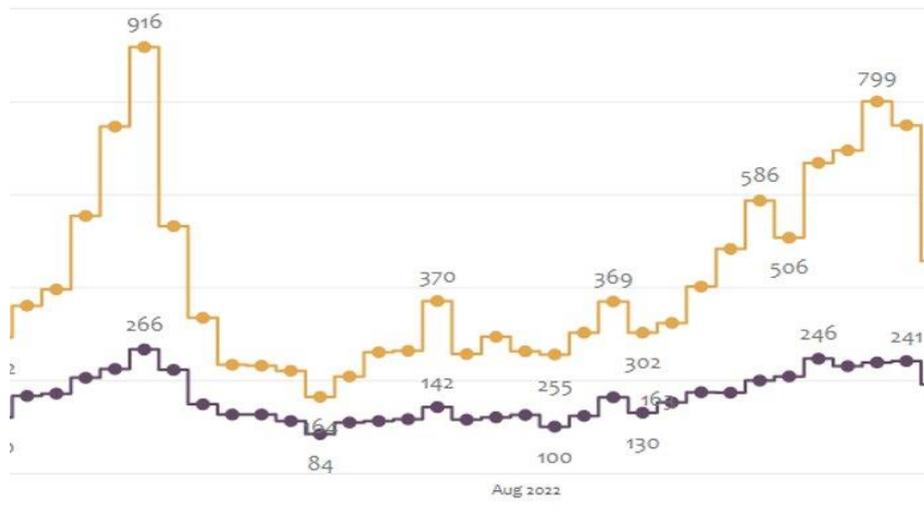
Of the 33,957 emergency calls received for WMFS across the reporting period; Fire Control mobilised to 16,698 (49%) incidents.

Of the 12,041 emergency calls received for Staffordshire FRS across the reporting period, Fire Control mobilised to 5,757 (48%) incidents.

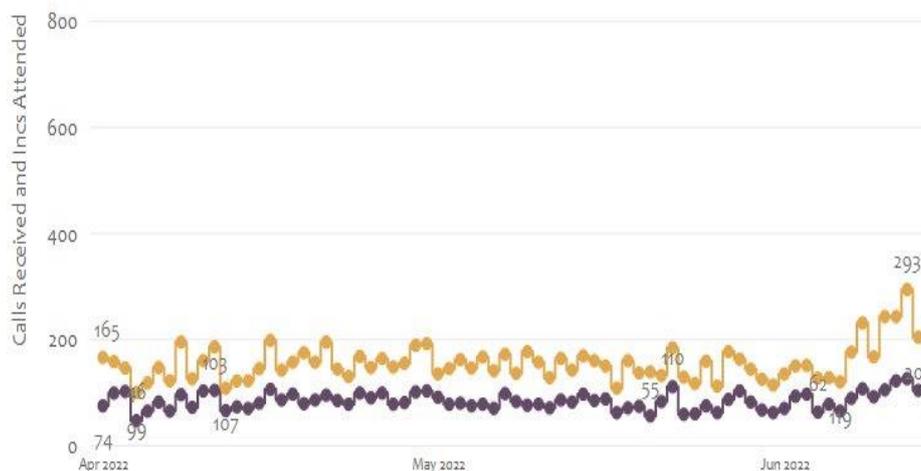
The data presented on the two graphs below represent calls received in yellow against incidents attended in purple. The first graph shows data captured in Q2 during the heat wave period, 14th July to 14th August 2022.

Within this period Fire Control dealt with a high volume of calls within the West Mids and Staffordshire. Fire Control also assisted Fire Services in taking calls for London, Thames Valley and Warwickshire.

Across a 4-day period, 17th July to 20th July, Fire Control received a total of 2,745 calls, 916 of those calls were all in one 24-hour period on the 19th July 2022.

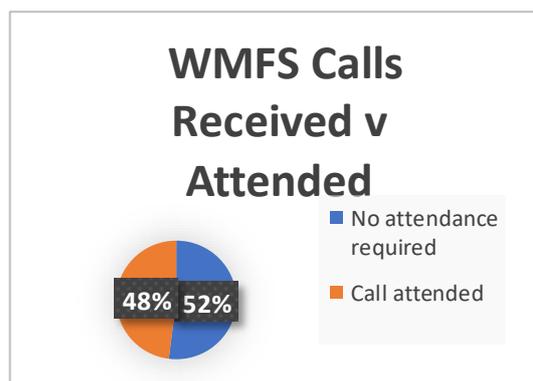
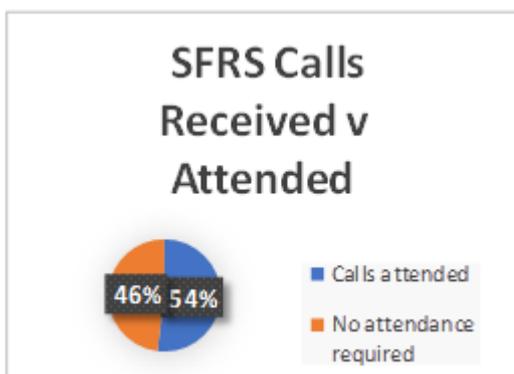


The data presented in the graph below is from Q1, 1st April to 14th June, which shows a constant demand on Fire Control with the most significant demand totaling 293 calls within a 24-hour period.



This mobilisation to calls received ratio is because of several factors including –

- call challenging automated fire alarms (AFAs)
- call challenging special service calls which were deemed non-emergency
- repeat 999 calls
- use of 999eye footage and imagery



3.2 Call Handling

A key performance indicator for Fire Control is the length of time from answering a 999 call to mobilising appliances to category 1 (life and property) incidents. For these critical incident types, we aim to mobilise in under 80 seconds.

The data below shows the median average call handling times for life and property incident across Q1 with incident types broken down for both Staffordshire and West Midlands.

The 'count' column indicates the number of calls received of that nature:

brigade	SFRS		WMFS		Total	
	Call Handling	Count	Call Handling	Count	Call Handling	Count
FIRE	88	72	87	277	87	349
FIRE PR	101	2	81	7	81	9
HOUSE FIRE	77	44	66	191	67	235
HOUSE FIRE PR	106	7	78	27	79	34
RTC PR	77	52	81	118	79	170

For the above reporting period captured in the table, Fire Control have maintained an average mobilisation time of 83 seconds. Fire Control's continued focus on mobilising with the required urgency is a key factor in survivability and limiting damage to property.

We have seen an increase in the median call handling time for Q2. The median call handling time for Q2 was 99 seconds. The increase in call handling time could be due to several factors, including the number of new entrants joining the Fire Control team, the introduction of Vision 4, our new command and control system, and enhanced questioning to support proportionate and appropriate mobilising of resources.

It should be noted that the table above is not currently available for Q2 due to some missing data. This is being reviewed.

3.3 **Dynamic Mobilising**

Dynamic mobilising involves using resources flexibly and efficiently in our approach to emergency call management and mobilising, resulting in a proportionate and appropriate initial incident response. The approach enables Fire Control to reduce and increase an incident response to achieve the best match for the incident needs, which includes selecting the most appropriate number and type of resource.

Fire Control continue to utilise several tools to support decision making including –

- Dynamic emergency call handling
- Information gathered at the time of call
- Location of the incident, both geographically and demographically
- Repeat calls
- Footage and images from 999eye
- Number and type of incidents in progress
- Weather
- Time of day

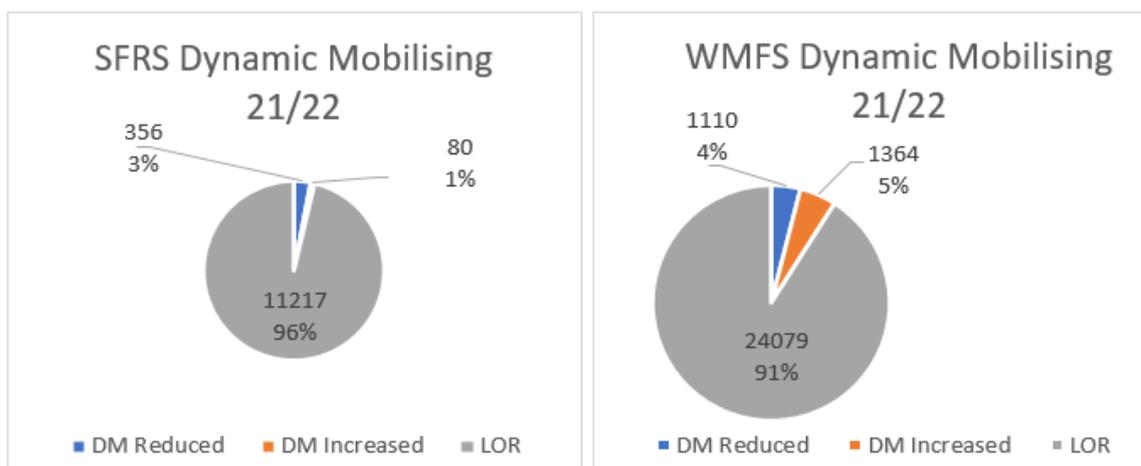
The following charts show dynamic mobilising data captured for the period, Q1& Q2 2022/23 for both organisations.

Fire Control dynamically amended the initial level of response 1,286 times throughout the 2 quarters, increasing the attendance 710 times and reducing the attendance 576 times.

These totals are either an increased or decreased attendance from the standard pre-determined levels of response.

On the occasions Fire Control reduce the attendance, this results in an increased number of appliances being available for category 1 incidents and to support prevention and protection activities, thereby increasing the effectiveness of our resources.

On the occasions Fire Control increased the attendance, this supported the speed and weight of attack allowing for safe systems of work to be implemented leading to effective and efficient resolution of incidents.



3.4 **999Eye**

Intelligence led mobilisation and resource management enables Fire Control to send the most appropriate number and type of resource based on the level of risk, this directly contributes to the achievement of our risk-based attendance standards.

999eye is enhancing the quality of intelligence and information that is received within Fire Control, thereby enabling Fire Control personnel to make more informed dynamic mobilisations using this technology; further supporting our key aim of sending the right level of resource to the right incident type.

The table below shows the recorded use of 999eye across the reporting periods.

Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23	Q2 22/23
3004	2219	2397	2653	3690

Fire Control are now able to share images or footage received with responding personnel to enhance their situational awareness whilst en route to the incident.

3.5 **Vision 4 Command and Control System Upgrade**

Staffordshire and West Midlands Fire Control has now gone live with their new Command and Control mobilising system, Vision 4.

Vision 4 provides greater resilience and security, has enhanced mapping functionality enabling more accurate incident location, provides advanced mobile location information, considers road closures when proposing resources and provides efficiencies for emergency call management through automatic population of new incident screens due to integrated telephony systems.

The existing functionality and future capabilities of the mobilising system are an integral part of keeping the communities of Staffordshire and West Midlands safer, stronger, and healthier.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out.

5. **LEGAL IMPLICATIONS**

There are no legal implications arising from this report.

6. **FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

7. **ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

BACKGROUND PAPERS

The contact name for this report is Samantha Burton, Strategic Enabler Fire Control and Business Continuity.

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CHIEF FIRE OFFICER